MaxMobile Communicator™ User Guide

for the BlackBerry

MAX Communication Server
Release 6.5
Update1

6/2010 4290-0023-6.5 Update1

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Overview and Installation

AltiGen's MaxMobile Communicator (MaxMobile) application, installed on a BlackBerry phone, makes the phone a fully capable office phone extension and serves as a "desktop" call control client, allowing you to access, configure, and perform most of your company's PBX functions directly from the graphical user interface in MaxMobile. This includes call handling, call forwarding, extension monitoring, conferencing, conversation recording, and directory and contact lookup and dial. MaxMobile also lets you save Favorites.

When you log in, MaxMobile connects your BlackBerry phone to your company's MAXCS as a native extension of the system.

If you have a desktop phone in the office, then when your MaxMobile is logged out, the calls made to the extension are routed to your desktop phone. As soon as your MaxMobile is logged in, the calls are routed to your BlackBerry.

MaxMobile and the MAXCS System

The following diagram shows the path of calls into and out of a MAXCS system.

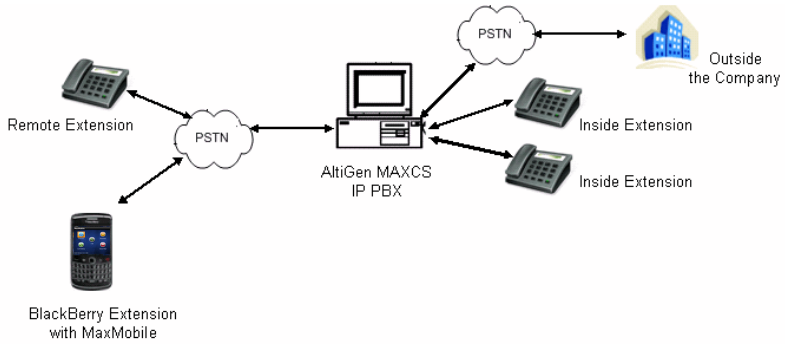


Figure 1. The paths of MaxMobile Communicator calls

Like a remote extension, the BlackBerry running MaxMobile serves as an office extension, making and receiving calls through the PSTN (public switched telephone network) to and from your company's MAXCS system. You can call company extensions (both inside and remote extensions) just by dialing the extension number. Your calls to destinations outside the company can go through the MAXCS system, as illustrated in Figure 1, if you so choose.

Requirements

- MaxMobile has been tested and works with the following BlackBerry models:
  - Curve 8520
  - Curve 8310
  - Curve 8900
  - Storm 9530
  - Storm 2 9550
  - Bold 9700

  Unsupported: All Pearl models, 8800

  Note: If your phone model is not in the tested list, contact AltiGen to see if the list has been updated to include your phone.

  The phone must be running BlackBerry operating system 4.5, 4.6, or 4.7.

  You should know how to use the phone and general phone navigation. You can find help by selecting **Help** from the phone's menu, or by selecting the Help button , depending on your phone model.
- Your company must be running MAX Communication Server (MAXCS) ACC 6.5 Update1 or MAX Communication Server ACM 6.5 Update1.
- MAXCS must be configured by your system administrator to enable mobile extension features.
- Your system administrator must have assigned a MaxMobile license to your extension.

Installing MaxMobile

Wi-Fi (if available) is recommended when you work in your office.

To Set Up a Wi-Fi connection on the BlackBerry

1. From the screen, select the **Manage Connections** button .
2. Select **Set Up Wi-Fi Network**, and set up a connection.

Note: MaxMobile Communicator supports 3G and 2G networks and Wi-Fi.

3G or Wi-Fi is required for access to MaxMobile call controls.

3. Select **Wi-Fi On**.

To Download and Install MaxMobile

1. Open the BlackBerry's browser application.
2. Go to URL http://m.altigen.com/maxmobile, and select the BlackBerry link.
3. Select the **Download** button.
4. Reboot your BlackBerry at the prompt to complete installation.
5. When prompted for application permission, select **Allow**.
6. To launch MaxMobile, open the menu, select the **Downloads** button and select the MaxMobile icon.

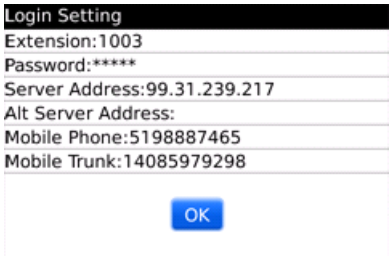
   The application opens to the Login screen:

Figure 2. The MaxMobile Login screen

Configuring MaxMobile Login Settings

Before you can log in, you need to configure your login settings.

1. Press the **Menu** button and select **Login Setting**.



2. Enter the settings:
   - Your extension and its password
   - Server Address: public MAXCS IP address or DNS (see your system administrator for this)
   - Alternative Server Address: private MAXCS IP address or DNS (if applicable)
   - Mobile Phone: BlackBerry phone's number (for example, 4085373927)
   - Mobile Trunk: The number this mobile phone dials to connect to the company's MAXCS, including the dialing prefix (for example, 14082281605).
3. Select **OK**. You're returned to the Login screen.

   Note: If you need to change your login settings in the future, make sure you log out first, change the settings, then log back in.

Logging In

To log into your company's MAXCS system,

1. If you are not on the MaxMobile login screen, press the BlackBerry Menu button, select **Switch Applications**, and select the MaxMobile application

. The Login screen appears.
2. Select the **Login** button. A progress bar shows the progress of the login.

After you log in, the MaxMobile application displays 5 buttons: **Directory**, **Favorites**, **Call**, **Call Log** and **Voice Mail**:

Figure 3. MaxMobile home screen

3. You are ready to use MaxMobile.

What Happens at Login

At login, MaxMobile registers its extension as a mobile extension with your company's MAXCS system and downloads data from MAXCS. If you are unable to log in, make sure your BlackBerry has enough data bars.

Once your BlackBerry is logged in to the MAXCS system, it remains logged in until you log out, even when the BlackBerry is powered off.

When Connection Is Lost

If the MaxMobile phone loses connection with MAXCS, **(Offline)** will show beside the title in the title bar. For example, in the directory screen, the title will be **Directory (Offline)**. Some menu items that only make sense with a connection will not be available.

After connection is lost, MaxMobile will keep trying to reconnect to the MAXCS server.

Logging Out

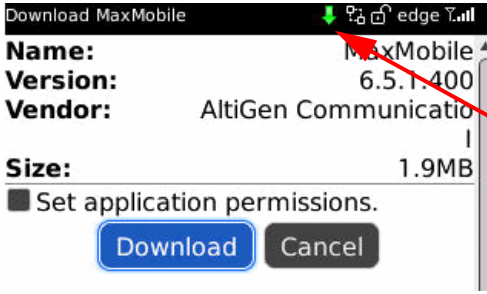
To log out from MAXCS, at the MaxMobile main screen select the Menu button, then select **Logout** from the menu. Your BlackBerry is disassociated from the PBX extension. If an IP phone was previously registered with this extension, the IP phone will now associate with this extension.

Automatic Upgrade

Each time you start up MaxMobile, its version number is compared to the version of MAXCS that is running on the server. If the server's version of MAXCS has been upgraded, the matching version of MaxMobile will automatically download. You'll see a message like the following:

Shows a new version is downloading

After the new version is downloaded, the following dialog box pops up. Click **Download** to install or click **Cancel** to cancel. The BlackBerry notification bar uses colored arrows to show you what's happening:



Yellow arrow indicates that a new version is downloading.

Green arrow indicates application is successfully downloaded.

Red arrow indicates the download failed.

After the new version is installed, restart MaxMobile.

Note: If the MAXCS server's version has been *down*graded rather than upgraded, you'll be asked if you want to also downgrade your version of MaxMobile. Select **Yes** or **No**.

Using MaxMobile Communicator

Once logged in to MaxMobile Communicator (MaxMobile), you see the following screen:

Figure 1. MaxMobile Communicator main screen

- **Directory** lists company extensions and contacts you've entered in your mobile phone.
- **Favorites** lists extensions and contacts you've chosen as "favorites".
- Use **Call** screen to input a phone number to make a call and access the MAXCS call handling menu.
- **Call History** shows the incoming and outgoing calls made via the server.
- **Voice Mail** lets you manage messages in the AltiGen Voicemail system.

Notification Bar

If your phone is running BlackBerry OS 4.6 or 4.7, a notification bar is at the top of the five MaxMobile screens (OS 4.5 does not support this):

Figure 2. The MaxMobile notification bar

The notification bar shows:

- The screen name (in Figure 2, “Call” is the screen name).
- **(Offline)** is displayed in the title bar beside the screen name when your phone has no data connection.
- The line state of your extension, for example, “Ready” or “Connected” (only shows in the Call screen).
- A call notification icon, displayed when the phone has a call. The icon is green in the connected state and yellow in other states. (In a 2G network, the icon is always green.)
- A voice mail notification icon, displayed when you have new voice mail.
- BlackBerry system icons, displayed on the right-hand side of the bar.

Note: The BlackBerry also has a system notification bar. If you have AltiGen voice mail, an envelope icon appears in the middle of this bar, as well as appearing on the MaxMobile notification bar.

Making a Call Using a Stored Number

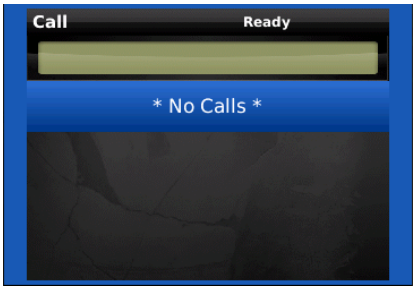
Phone numbers that are stored can be called from these screens: **Directory**, **Favorites**, **Call History**, and **Voice Mail**. Select the entry you want to call. Calls to other extensions in your company’s MAXCS phone system are sent through the MAXCS server. If the call is not to another extension, you may choose between **Call Via Server** and **Call Direct** options.

Use the **Call Via Server** option when you want to make a call to an outside number through the AltiGen MAXCS system.

Use the **Call Direct** option to make a call directly to an outside number without going through the MAXCS system.

Making a Call from the Call Screen

To make a call from the **Call** screen, select the **Call** button. A screen similar to the following appears. Enter the number you want to call in the dial textbox, and then initiate the call by pressing the track ball or the **Enter** key. If you have a touch phone, press the Dial text box to pop up the MaxMobile dial pad. Touch the MaxMobile **Dial** button on the dial pad to dial the number you enter in the Dial text box.



Before you dial, the following options are available on the menu

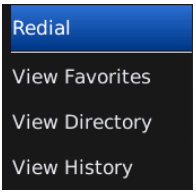


*Figure 3. Calling from the **Call** screen*

Status Label—Shows related call information during call control.

Dial textbox—In addition to entering a number to call, you can use the dial textbox to send DTMF digits in certain call states (for example, voice mail).

List area—Displays the name, number and connected duration or call state of each call.

Handling Calls

When a call is connected, the menu changes to allow you to handle calls. Select a call, open the menu, and depending on the situation, the following choices may be on the menu:

Hold/Unhold—Put a connected call on hold or take it off hold. If your phone doesn't have a data connection, **Flash** appears on the menu, instead. Use **Flash** to hold/unhold. (**Note**: You cannot use **Flash** to transfer or conference the call; **Flash** is just for hold/unhold.)

Transfer/Complete Transfer—Transfer a call.

Conference/Add to Conference—Conference a call.

Answer—Answer a call.

Release/Cancel Transfer/Cancel Conference—Hang up a call in connected state, cancel a transfer in transfer state, and cancel a conference in conference state.

Full Menu—Displays the full menu, including the above options, plus the following:

Redial—Redial the number.

Record—Record the current call. If your phone doesn't have a data connection, recording is not available.

View Favorites—Go to the Favorites screen.

View Directory—Go to the Directory screen.

View History—Go to the History screen.

Using the Directory

The directory shows a list of either the extensions on your company's MAXCS system or the contact list on your mobile phone's system or both, as you choose.

Each entry displays the name, and extension or phone number. Extensions display activity status if the person is unavailable. Activity status is updated in real time.

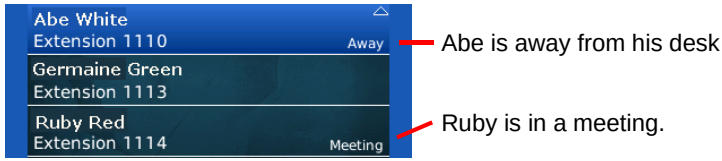


Figure 4. Activity status is displayed in the directory

Use the **Find** box to search for a name or a number.

Select the BlackBerry's **Menu** button, and choose to display **All** numbers, **Extensions** only, or **Contacts** only.

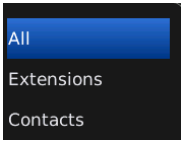


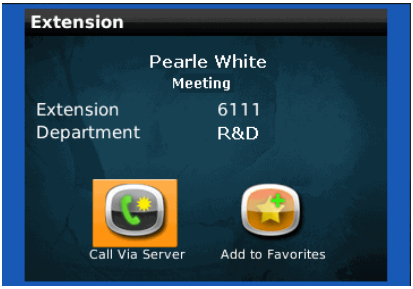
Figure 5. Using the directory

Searching the Directory

To search the Directory, select the **Find** box at the top, and enter letters or numbers to filter the list. You can search on first name, last name, or number.

Calling from the Directory

Select an extension entry in the directory, and an extension view is displayed, showing the extension user's name, activity status, extension number, and department, if configured.



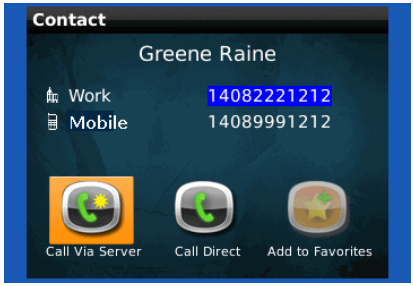
You can call the extension by selecting **Call Via Server** (or pressing **S**).

You can add the extension to your favorites by selecting **Add to Favorites** (or pressing **F**). (If the extension is already in your Favorites list, this button is unavailable.)

Figure 6. Extension view

Select a contact entry in the directory, and a contact view is displayed, showing the numbers you've entered for that contact. Select a number and then either call the selected number via your company's MAXCS server or call it directly.

You can also add the contact's phone numbers to your favorites. If you want to add more than one of the contact's numbers to Favorites, you must select each number individually, and add it to Favorites individually. Each number you add will be a separate entry in Favorites.



Select a number, and then choose **Call Via Server** to go through your company's MAXCS server, or choose **Call Direct**.

Shortcuts:
S = Call Via Server
D = Call Direct
F = Favorites

Figure 7. Contact view

The **Add to Favorites** button is available when the number is not already in your favorites.

Answering a Call

When a call comes in, if the phone is in Offhook state, open the menu, and choose **Answer** to answer it. If you were connected to another call, that call goes to the Hold state.

If the phone is *not* in Offhoook state when a call comes in, answer the call as you would answer any call.

Putting a Call on Hold

- Put a call on hold by selecting it and choosing **Hold** from the menu. The "Hold" call state is displayed. If your phone doesn't have a data connection, **Flash** appears on the menu, instead. Use **Flash** to hold/unhold. (**Flash** can be used *only* to hold/unhold.)
- Take a call off hold by selecting it and choosing **UnHold** from the menu. Or choose **Flash** if UnHold is not on your menu.

Hanging Up

- To end a call and maintain a live connection to the server so that you can make another call right away, choose **Release** from the MaxMobile menu.
- If you're not making another call right away, hang up the way you normally do.

Transferring a Call

To transfer a call you're connected to,

1. Open the menu and choose **Transfer**.
2. Dial the target number in the Dial textbox or select from other screens.
3. When the second party answers, choose **Transfer** again and the two parties are connected. Before choosing **Transfer** again, you can announce the transfer to the active call if you want to.

To cancel the transfer, choose **Cancel Transfer** from the menu.

Conferencing a Call

To set up a phone conference,

1. Call the first party.
2. When you're connected with the first party, open the menu and choose **Conference**.
3. Call the second party.
4. When the second party answers, choose **Conference** from the menu again. You and the two parties you called are connected in conference.
5. To add another person to the conference, repeat the process.

To cancel adding someone to a conference, choose **Cancel Conference** from the menu.

Note: You can't add an incoming call to an existing conference call.

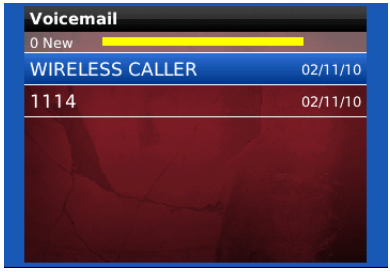
Recording and Listening to Playback

To record a call, while connected to the call open the menu and choose **Record**. Recordings are saved to your extension's voice mail or, if the call is going through MAXCS, to a centralized directory on the server, if preconfigured. Listen to your locally saved recordings through the voice mail screen.

Note: If your phone doesn't have a data connection, recording is not available.

Handling Voice Mail

The Voice Mail screen shows voice mail left in the AltiGen Voice Mail System. MaxMobile downloads the voice mail list from your company's MAXCS system. A voice mail entry is shown in this view after its voice file is downloaded. If new voice mail is generated in the AltiGen Voice Mail System after MaxMobile connects, that voice mail will download to your phone.



The number of new voice mails is shown to the left of the progress bar.

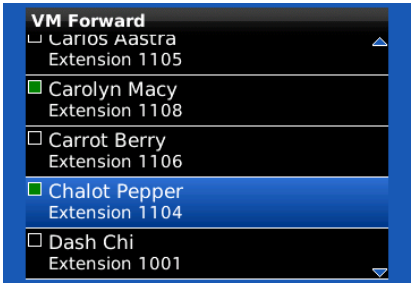
To play a voice mail, just select it. The voice mail duration is shown at the right of the progress bar, and the progress bar shows the progress of the voice mail.

Figure 8. Voice Mail screen

- New voice mail is in bold white font.
- Heard voice mail (non-urgent) is in normal white font.
- New urgent voice mail is in bold red font.
- To listen to voice mail, just select it. To turn the voice mail speaker on or off, open the menu and choose **Active Speaker** or **Active Handset**. **Speaker** on the voice mail menu is for voice mail play only.

  To pause playing a voice mail, select it again. To resume playing, reselect it.

- To delete a voice mail, select it, open the menu and choose **Delete**. The voice mail is deleted both locally and in the AltiGen Voice Mail System.
- To return a call to the caller who left a voice mail, select the voice mail, open the menu, and choose **Return Call**.
- To **Forward** a selected voice mail, open the menu and choose **Forward**.



A list of physical and virtual extensions is displayed (it excludes workgroups and application extensions). Select the destination extension(s) (you can select more than one extension). The check box beside the name becomes green. To clear the check box, select the name again. When you are finished selecting, open the menu and choose **Forward** again. A confirmation message lets you know that the voice mail was forwarded.

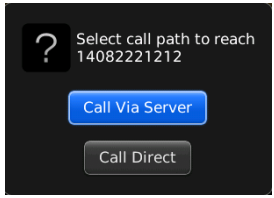
Favorites List

You can add both extensions and contacts to your Favorites list.

Extension activity status and line state are updated for favorite extensions.

- Green dot means an extension is in Idle state.
- Red dot means an extension is busy.

To make a call to someone from the Favorites screen, select the entry. If it's an extension, the call is made immediately via the MAXCS server. If it's not an extension, a message like the following pops up:



Select **Call Via Server** or **Call Direct** to make the call.

To delete a favorite, select the entry, open the menu and choose **Delete** (or use the **Del** key).

Figure 9. Favorites screen

Using the Call History

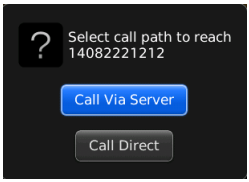
Call history is recorded on your company's MAXCS system. Up to 100 call records are saved.

If multiple calls are to or from the same person, the number of calls is shown in parentheses. Here, the BlackBerry user called number 5979000 three times.

Figure 10. The Call History screen

- An incoming call.
- An out going call.
- A missed call.

To make a call to someone from the Call History screen, select the entry. If it's an extension, the call is made immediately via the MAXCS server. If it's not an extension, a message like the following pops up:



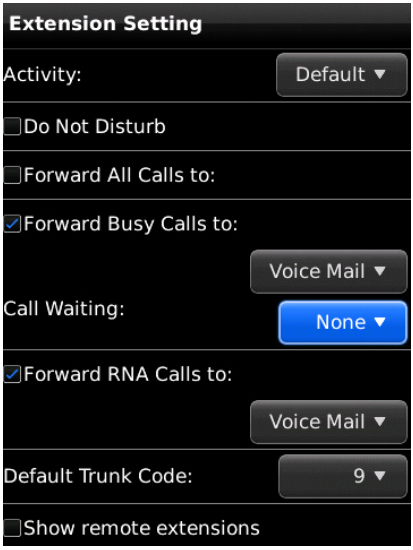
Select **Call Via Server** or **Call Direct** to make the call.

- To delete an entry, select it, open the menu, and choose **Delete Entry** (or use the **Del** key).
- To clear the call history, open the menu, and choose **Delete History**.
- To add an entry to your Favorites, select it, open the menu, and choose **Add to Favorites**.

Changing Your Extension Settings

You can change the call handling configuration of your mobile extension.

At the MaxMobile main screen, press the **Menu** button, and select **Extension Setting** from the menu.



Here you can set your activity status and the way you want calls handled.

Check the boxes you want, and select from a drop-down menu, if available.

When finished configuring, use the **Save** button at the bottom of the screen to save changes.

Figure 11. The Extension Setting screen

Option	Description
Activity	Specify your activity status. Other extension users can see your status, and when your phone is unanswered, callers hear the specific greeting you have recorded for that status, if any. **Default**–The system greeting is used. **Personal**–Your personal greeting is used. **Meeting**–You're in a meeting. **Away**–You're away from your phone for some other reason. **Travel**–You're traveling on business. **PTO**–You're taking personal time off. Additional options may be available if your system administrator has configured them.
Do Not Disturb	Sends all calls to the destination specified in the **Forward Busy Calls to** option, without ringing your phone.
Forward All Calls to	Forwards all calls to a destination you specify. After checking this option, select **Voice Mail**, **Extension**, **AA** (auto attendant), **Line Park**, **Outside Number**, or **Operator**. After you specify one of these options, also specify which extension, AA, and so on.
Forward Busy Calls to	Forwards incoming calls when your phone is busy. After checking this option, select **Voice Mail**, **Extension**, **AA** (auto attendant), **Line Park**, or **Queue**. Also specify which extension, AA, and so on. If you don't configure this option, the caller hears a busy signal. **Note:** The option to place a call in queue requires that you first select **Multiple call waiting** from the **Call Waiting** options.

Option	Description
Call Waiting	**Single call waiting**–sets up single call waiting. This feature gives an alert tone (audio beep) to indicate that a call is waiting. **Multiple call waiting**–enables a “personal queue” of multiple calls waiting. This allows the user to transfer or park the current call before picking up the next call in queue. **Live Call Handling**–This feature allows callers to stay in the personal queue while the extension user is checking voice mail or operating other features. The caller will hear a ring back tone while in queue. The call will be shown as "ringing" on the MaxMobile screen.
Forward RNA Calls to	Forwards your unanswered calls to a destination you specify: **Voice Mail**, **Extension**, **AA** (auto attendant), or **Line Park**. (The number of times your phone rings before it is considered unanswered is set either by you in your MaxCommunicator or MaxAgent desktop software, if you have it, or by the system administrator.)
Default Trunk Code	Select the default trunk access code for your company’s MAXCS system (usually 9). Your system administrator has this information.
Show Remote Extensions	Displays remote extension numbers in your Directory.

Errors and Troubleshooting

The following errors may be displayed as login or connectivity errors.

Error Message	Description	Solution
Login failed. Please verify extension and password are correct.	The password entered in the Settings screen is incorrect for the extension.	Correct the extension and/or password in the Settings screen.
A MaxMobile license is required. Please contact your administrator.	No MaxMobile license has been assigned to your extension.	Ask your administrator to assign a MaxMobile license to your extension.
Unable to establish a data connection to server. Please try again later.	You are not connected to MAX Communication Server.	If you try too soon to log in to MaxMobile after changing network settings, you may get this error message When you switch the phone's network setting, wait at least a minute for the new setting to take effect.
Cannot retrieve extension list . OR Cannot retrieve voice mails. OR Cannot get the operator number. OR Cannot get the system table: Line Park. Please try again later. (OR similar errors)		Make sure you have enough data bars on your phone. If you don't, try moving to a different location. OR Log out and log in again.
Timeout: Server failed to respond.		Check your settings in the Settings screen and make sure they are accurate. OR Make sure you have enough data bars on your phone. If you don't, try moving to a different location.

Error Message	Description	Solution
Cannot access voice mail list while mail box in use.	Mail box is in use by the AltiGen Voice Mail System and is temporarily unavailable.	Wait awhile, then try again.
Mail service is unavailable. Please check with your administrator.	Voice mail service is not enabled on MAX Communication Server.	Make sure voice mail service is started.
The version of MaxMobile is out of date.	The installed version of MaxMobile does not match the version of MAX Communication Server on your company's phone system server.	Reinstall MaxMobile on your iPhone so it matches the current running version of MAX Communication Server.

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